

Wishing you all a fantastic 2019!***Set Intentions, not resolutions!******An independent newsletter for people interested in Aged Care*****In this issue:**

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Emailed to:
1742 readers
and counting

Welcome to my
overseas readers

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4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving

4 year certification

My compliments and congratulations to:

Chadderton Rest Home - Auckland

For my friends, who have an audit this month, all the best!

AN INSPIRATIONAL STORY - POTATOES, EGGS, AND COFFEE BEANS

Once upon a time a daughter complained to her father that her life was miserable and that she didn't know how she was going to make it. She was tired of fighting and struggling all the time. It seemed just as one problem was solved, another one soon followed.

Her father, a chef, took her to the kitchen. He filled three pots with water and placed each on a high fire. Once the three pots began to boil, he placed potatoes in one pot, eggs in the second pot, and ground coffee beans in the third pot.

He then let them sit and boil, without saying a word to his daughter. The daughter, moaned and impatiently waited, wondering what he was doing.

After twenty minutes he turned off the burners. He took the potatoes out of the pot and placed them in a bowl. He pulled the boiled eggs out and placed them in a bowl.

He then ladled the coffee out and placed it in a cup. Turning to her he asked. "Daughter, what do you see?"

"Potatoes, eggs, and coffee," she hastily replied.

"Look closer," he said, "and touch the potatoes." She did and noted that they were soft. He then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg. Finally, he asked her to sip the coffee. Its rich aroma brought a smile to her face.

"Father, what does this mean?" she asked.

He then explained that the potatoes, the eggs and coffee beans had each faced the same adversity— the boiling water.

However, each one reacted differently.

The potato went in strong, hard, and unrelenting, but in boiling water, it became soft and weak.

The egg was fragile, with the thin outer shell protecting its liquid interior until it was put in the boiling water. Then the inside of the egg became hard.

However, the ground coffee beans were unique. After they were exposed to the boiling water, they changed the water and created something new.

"Which are you," he asked his daughter. "When adversity knocks on your door, how do you respond? Are you a potato, an egg, or a coffee bean? "

Moral: In life, things happen around us, things happen to us, but the only thing that truly matters is what happens within us. Which one are you?

From: Livin3

<p>Solve the problem or leave the problem. Do not live with the problem. powerofpositivity</p>	<p style="text-align: center;">PRESSURE INJURY PREVENTION</p> <p>You may recall HealthCERT undertook a piece of work that considered pressure injury prevention and management in the aged residential care setting across 2016 and 2017. I am pleased to inform the insights from this work programme have now been published on the Ministry of Health's website, the link to the document is below. https://www.health.govt.nz/publication/pressure-injuries-aged-residential-care-1-january-2016-31-march-2017.</p> <p>This work could not have been completed without the support of aged residential care providers and the designated auditing agencies who gathered the information. I would like to thank those of you involved for your willingness to contribute to this work programme.</p> <p>Regards Donna Gordon Principal Advisor, HealthCERT, Quality Assurance and Safety Health System Improvement and Innovation Ministry of Health</p>
	<p style="text-align: center;">SALTED CARAMEL SMOOTHIE</p> <p>The salted caramel smoothie is the favourite smoothie of the team of The Pure Food! Who can resist this? Not only the taste matches our desirability, also the nutrients are to dream over. The smoothie is made with a fortified puree from The Pure Food. A delicious smoothie has never been this easy to make!</p> <p>This smoothie helps your residents to get the protein and energy they need. The intake of protein for females should be 57 g protein a day and for males 81 g a day*. The Salted Caramel contains 19.1% of the AI (Adequate Intakes) for females and 13.4% of the AI for males.</p> <p>Per serve (180ml):</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 2px solid orange; border-radius: 50%; padding: 10px; text-align: center;"> <p>1104 kJ Energy</p> </div> <div style="border: 2px solid orange; border-radius: 50%; padding: 10px; text-align: center;"> <p>10.9 g Protein</p> </div> </div> <p>Ingredients:</p> <ul style="list-style-type: none"> • 500g Chocolate Brownie puree • 500g Butterscotch puree • 4 cups Full fat milk • 2 tbsp Condensed milk • 1 tbsp Salt <p>Directions:</p> <p>This recipe is easy to make, within only 5 minutes the salted caramel smoothie is ready! Place all the ingredients in a blender and blend till it's smooth. Divide mixture among small dishes or glasses to serve!</p> <p>Let your taste buds sparkle with this easy, delicious and fortified smoothie to boost your nutrition!</p> <p>(*Nutrient reference values, 2006)</p> <p style="text-align: right;"><i>Ref: The Pure Food Company</i></p>

Hospice care is about more than helping people die with dignity, it's about helping them live out life with love.

Serving life/own documentary club

WHAT TO ADVISE VISITORS THAT FIND IT UNCOMFORTABLE TO VISIT RESIDENTS

Some people find it uncomfortable to visit someone in an aged care facility. Many people find that they don't know what to say or how to communicate with a person under these conditions. This can be discouraging and can make a person less likely to want to visit.

Often, the fact that someone cares enough to visit is all that is needed from a resident's point of view. But, that is not always enough for the visitor

How to make the visit more meaningful for both the visitor and the resident.

- Bring newspapers or magazines to read to the resident. Discuss current events.
- Reminisce about your favourite Christmas? Your first car? Your first love?
- Sometimes touch can be very comforting. Offer a manicure, pedicure, hair brushing, massage, or backrub. Do remember, though, that older skin can be very fragile
- Bring makeup, perfume, aftershave, or other personal grooming items that would be a treat for the resident.
- If possible take the resident out for a walk, visit a shop, visit a movie go for a coffee etc
- Put a bird feeder outside the room and keep it filled with seed. (Note: be sure to get permission from the facility)
- Bring items that the resident used to love like flowers or a favourite candy (if diet permits)
- Bring children in the family to visit. Maybe the children could make a picture for the wall. Have them share their school experiences.
- Bring a pet to visit. (Note: be sure to get permission from the facility and be sure the pet is clean and well behaved.)
- Bring pictures. It is best to select a theme, such as a particular birthday, or a special play, or a certain event and bring pictures for just that event. Bring pictures of another event next time
- Celebrate holidays and the resident's birthday. The celebration doesn't have to be fancy or involve more than just you and the resident. All that is needed is that the resident know that you cared enough to remember them
- Bring a book and read a chapter or get a book on tape and listen together. Remember to not do too much in a single visit and don't start a book reading unless you intend to finish
- Bring their favourite music and listen to it with them
- Hold hands, hug, and/or squeeze the resident's arm or shoulder. Let them know you care in any way you think would be meaningful.
- Visit regularly. The more you visit, the more you will have in common and the easier the visits will become. Involve other residents in the visit, if desired, as well. Some resident's don't have family and would welcome the inclusion

You don't have to be busy every moment.

Silence can be golden-tender moments watching birds, listening to music, sermons or shared private meditation or prayer can bring enjoyment to your relative

Respect personal space and possessions.


Knock before entering. Ask before moving things around or sitting on the bed.

Your presence is enough. Visit like you really mean it!

Good luck

	<p style="text-align: center;">THE FIGHT AGAINST WEIGHT LOSS</p> <p>There are also some practical strategies that could help prevent your residents losing weight and make mealtimes less stressful.</p> <p>If your resident is struggling to finish meals, fortifying them can be a great way to get more “bang for your buck”.</p> <p>Adding high energy and high protein food to normal meals can be a good way to get extra energy and protein into meals and snacks, without making the resident feel too full.</p> <p>Some simple ideas include:</p> <ul style="list-style-type: none"> • Adding cream, honey or sugar of any description to porridge. For example, adding 1 Tablespoon of brown sugar provides an extra 250kj of energy to a standard 180g serve of porridge. • Drizzle a teaspoon of canola oil over cooked vegetables. For example, 1 tsp of canola oil provides an extra 180kj energy to a 100g serving of roast potatoes. • Using commercially prepared fortified, modified texture meals and desserts that will help to add protein and energy – aiming for 3 – 4 portions at a main meal (e.g. 1 serve of meat, 2-3 serves of vegetables). In addition, offering desserts between meals. For example, substituting your 100g serve of beef bolognese mince with the Pure Food equivalent provides 10g more protein and 205 kj more energy than it's non-fortified equivalent. <p>If resident’s appetite or interest in food has decreased, including small meals more frequently can be a good way to give them additional nutrition. Using a 3+3 approach with three small meals and three snacks spread over the day can make meals feel less overwhelming.</p> <p>Some people with dementia forget how to use cutlery and prefer to eat with their fingers. You may like to try offering finger food style snacks that are higher in energy and protein.</p> <p>Ideas for these could include:</p> <ul style="list-style-type: none"> • Small crackers with cream cheese, hummus or other soft toppings, • Sandwiches with soft fillings, cut into bite-sized pieces, • Mini quiches and sticks of cheese, • Cake or sweet squares cut into mouthful size portions <p>Using coloured plates or having a difference in colour between the table and plate when serving main and snack meals, will help residents to see the outline of each food more clearly and this technique has been known to increase the intake of people with dementia.</p> <p>Lipped plates and easy-to-hold cutlery and cups will also enable as much independence as possible when they are eating, and can help maintain food intake.</p> <p>Prioritise nutritious fluids, making every mouthful count, by offering juices, hot chocolate and full cream milk.</p> <p>Smoothies and milkshakes are also a great way to increase the amount of energy residents are getting and can help to reduce weight loss.</p> <p>Some of the Pure Food dessert products can be used as a smoothie base, check out the new high energy recipes on our website. For example, our Salted Caramel smoothie recipe provides 1104kj of energy and 10.9g of protein per 180ml serve.</p> <p>If the resident enjoys hot drinks such as tea, try swapping one or two cups of tea with a small glass of smoothie or milkshake.</p> <p>For further nutrition advice, please consider speaking with a New Zealand Registered Dietitian, the doctor or your local Alzheimer Organisation.</p> <p style="text-align: right;">Kaye Dennison (NZRD)</p>
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Happiness comes a lot easier when you stop complaining about your problems and you start being grateful for all the problems you don't have.
 lessonslearnedinlife

<p>Let your smile change the world, but don't let the world change your smile.</p>	<p>AT THE END OF LIFE</p>
	<p><i>After I wrote the story in my August issue regarding the stigma still attached to dementia I received many responses from readers who recognised this. I agree with the following</i></p> <p>....Neurologists say Dementia should be called "failure of the brain," because the other names are nebulous and do not show the severity of the disease to most people. As the patient's brain slowly dies, they change physically, lose the ability to speak, and the caregivers are often in shock, and exhausted!! Patients will end up bedridden, unable to move, and unable to eat or drink. But it is the different phases beforehand that are just as painful. The day they suddenly forget how to dress themselves, and become confused or combative when you try to fix the clothing they've put on backwards. When they repeatedly ask where their life-long mate is or where their children are while looking straight at them. When they are confused, angry, or frightened, it is because they are still partially aware of who they were, yet are that person no longer...</p> <p>If dementia has not touched you, you might not know what it is to fight or to have a loved one who leads a battle against dementia.</p> <p>If you do know someone who has lived a battle against dementia, still struggling, or has lost the battle, support the victims, families, and friends affected by Dementia and Alzheimer's as there is no cure.</p> <p>I copied this from a friend, thank you Anne, and I think it says a lot!</p>
	<p>SILVER RAINBOW</p>
	<div> <div> <p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</p> <p>If you are interested please contact</p> <p>Julie on Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.</p> </div> <div>  </div> </div>
	<p>EMPLOYER-ASSISTED WORK VISAS AND REGIONAL WORKFORCE PLANNING</p>
	<p>The Minister of Immigration has launched a public consultation on:</p> <ul style="list-style-type: none"> • a set of proposals to reform employer support – temporary work visa settings; and • early thinking on aligning the immigration, welfare/employment, and skills/education systems on a regional basis. <p>This is a consultation that you might have a strong interest in, and your input into this consultation would be invaluable in shaping final proposals.</p> <p>Consultation runs until 18th March 2019, and details of the consultation can be found on the MBIE website here: www.MBIE.govt.nz/TempWorkVisaConsultation A discussion document can be found there and a link to make a submission online.</p> <p>If you would like to arrange a meeting to discuss this with the officials directly working on the consultation, or have more detailed questions they can be contacted directly on immigration-consultation@mbie.govt.nz</p> <p>Kind regards, Paige Wilburn, POLICY ADVISOR, IMMIGRATION POLICY Labour and Immigration Policy Labour, Science and Enterprise Ministry of Business, Innovation & Employment (MBIE) paige.wilburn@mbie.govt.nz Phone: 04 901 4951 Mobile: 021 263 2454 Level 3, 15 Stout Street, Wellington 6140 New Zealand</p>

**Doubt kills
more dreams
then failure
ever will**

Are you going to come up with a big innovative idea using creative technology in 2019?

I'm guessing this is not a question that crosses many of your minds, but it should be.

My name is Nickthreesixty and I work as an innovation consultant to leading NZ businesses with a particular focus of using creativity to solve problems. For an example where creative technology was used at Starship hospital to improve a process and provide a better service check out the photo on my website.

StaplesVR is an award winning technology company located in Auckland that I'm partnered with. StaplesVR were tasked with creating a Virtual Reality (VR) experience for children in Starship Hospital to experience CT and MRI scans virtually before their appointments to reduce anxiety levels.

[NB: VR is where you place a pair of goggles over your eyes and fully immerse yourself into a digital environment.]

StaplesVR designed the experience with the support of hospital staff, clinicians, and play therapists. They created the scanning rooms and machines to their exact measurements which allowed children to place the VR goggles on and familiarise themselves with the room and loud sounds of the machines. Wearing the VR goggles meant children could move around the rooms as if they were physically in them.

The VR experience included a story and game elements to make the interaction fun and easy to follow. This was achieved by adding friendly animated robot characters to provide instructions about the scanning machines and the appointments. Game elements were used to encourage children to remain engaged by completing a series of tasks; like pressing a button to hear the loud humming sounds of the machines.

As a result of the VR experience children were less likely to require sedation before their appointments. Additionally, the experience benefited parents too, who could experience the scanning rooms and procedures allowing them to empathise with their children before their appointments.

This is one example of using creative technology in the healthcare industry, and there are many more which I encourage you to research (you can ask me about them too).

So, going back to the opening question – **Are you going to come up with a big innovative idea using creative technology in your sector in 2019?**

I encourage you to listen to your intuition about how to solve your problems and then take action to start creating change. Starting small and getting feedback early about your ideas will help them to be a success.

As an innovation consultant my role is to help company's pull their team's ideas together, introduce teams to new technology, kick ideas around for improvement, validate and de-risk ideas before any investment is made to develop them, and then support a successful project kick-off implementing ideas into a business.

In aged care there will be ideas that you can collectively work on to reduce costs and improve services across your sector. I'm interested in supporting you to do this.

If you or your team are interested in exploring ideas to reduce costs and improve services in 2019 please contact me on 021 130 5499 or nick.jaques@ims-projects.co.nz

Have a safe and creative holiday

Nickthreesixty

www.NICKTHREESIXTY.com , www.IMS-PROJECTS.co.nz

<p>In the end, people will judge you anyway, so don't live your life impressing others – live your life impressing yourself.</p> <p>#wisdom</p>	HAVE YOU HEARD ABOUT GREY MATTER?
	<p>We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.</p> <p>The Grey Matter newsletter provides monthly access to a selection of recent NGO, Think Tank, and International Government reports related to health. Information is arranged by topic, allowing readers to quickly find their areas of interest.</p> <p>If you'd like to subscribe to Grey Matter, email library@moh.govt.nz</p>
	TOTAL QUALITY PROGRAMME
	<p>Are you struggling with your policies and procedures? Find it difficult to keep up with all the changes? Come audit time you realise that information is not up to date?</p> <p>If the answer to the above is yes then</p> <p>Join hundreds of other aged care providers</p> <p>This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!</p> <p>All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.</p> <p>The programme comes on CD and you are in charge to personalise it for your facility.</p> <p>For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or 09jelica@gmail.com</p>
	TRAINING SESSIONS
	<p>If you need training provided on site please let me know as I am available to provide this on non clinical topics such as:</p> <p>Please be aware that I am based in Auckland. Very happy to travel but it will add to your cost. You might be able to talk to facilities in your area to get together and share the costs.</p> <p>Cultural Safety, Spirituality, Sexuality & intimacy, Privacy, Rights, Confidentiality, Choice, Communication and Documentation, Quality and Risk Management, Abuse and Neglect prevention, Restraint Minimisation and Safe Practice, Managing behaviour that challenge us, Complaints Management, Open Disclosure, EPOA, Advance Directives, Informed Consent, Resuscitation, Health and Safety, Ageing process, Mental Illness, Civil defence, Dementia care, Bullying in the workplace.</p> <p>If you are looking for a topic not listed here please drop me a line.</p> <p>I am happy to facilitate different times to suit evening and night staff.</p> <p>References available on request.</p> <p><i>Jessica</i></p>

<p>In the New Year, you carry all the experiences of the past years and that is the greatest power of every New Year! This year again, you are less student and more master! Mehmet Murat Ildan</p>	NEWSLETTERS BACK ISSUES	
	<p>Remember there is an alphabetical list of topics from all my newsletters available on my website which refers to the related issue. This website is available to everybody: www.jelicatips.com No password or membership required.</p> <p>I believe in having the data available to everybody as it is important that as many people as possible get the information and that we help each other as much as possible in this very challenging sector.</p> <p>I don't mind sharing this information but I don't agree anybody making financial gain from this information!</p>	
	HELP ME KEEPING THE DATABASE UP TO DATE!	
	<p>Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date.</p> <p>If you know anybody else who would like to receive the newsletter please let me know and I will be happy to add them to our growing readers' base.</p> <p>Thank you all for your contribution each month.</p> <p style="text-align: right;"><i>Jessica</i></p>	

Some interesting websites:

www.careassociation.co.nz; www.eldernet.co.nz, www.insitenewspaper.co.nz, www.moh.govt.nz;
www.careerforce.org.nz, www.dementiacareaustralia.com; www.advancecareplanning.org.nz
<http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>, <http://www.open.hqsc.govt.nz>;
www.safefoodhandler.com; www.learnonline.health.nz; www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing;
www.glasgowcomascale.org

Please note these sites are not necessarily endorsed by Jelica nor is it responsible for the contents within them.

The information contained in this publication is of a general nature and should not be relied upon as a substitute for professional advice in specific cases.

REMEMBER!

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

CONFIDENTIALITY AND SECURITY

- I send this with due respect to, and awareness of, the "The Unsolicited Electronic Messages Act 2007".
- My contact list consists ONLY of e-mail addresses, I do not keep any other details unless I have developed personal contact with people or organisations in regard to provision of services etc.
- E-mail addresses in my contact list are accessible to no one but me
- Jelica Ltd uses Trend antivirus protection in all aspects of e-mail sending and receiving

Signing off for this month!!

Jessica

SUBSCRIBE OR UNSUBSCRIBE

- If you do not wish to continue to receive emails from me, all you need to do is e-mail me and write "Unsubscribe". I will then remove you from my contact list (though I will be sorry to lose you from my list).
- If you know of others who you think would benefit from receiving my newsletter, please pass on my details and have them sending me an email with the subscribe request.